



— Est. 1992 —

International College of Hotel Management
A D E L A I D E – A U S T R A L I A



Your life. Your World. Your Career...

Student Handbook

SEMESTER 2
JULY – DECEMBER 2021



WELCOME TO ICHM

Firstly, I would like to extend a very warm welcome to our new and returning students.

Secondly, I would like to congratulate you on your decision to embark on a career in the international hospitality industry and for choosing ICHM as the foundation upon which you can plan and commence that career.

Established in 1992, ICHM has become internationally recognised for the quality of its programs, students and graduates. Our owners UP education are dedicated to ensuring the quality of the ICHM brand that enjoys great notoriety throughout the hospitality and tourism global industry. During your journey at ICHM you will be required to maintain and enhance that reputation. Our reputation and your achievements provide strong pillars on which to build your career.

Our focus is on preparing you for management positions in the international hospitality industry, a very exciting and demanding industry that provides many career opportunities. During your time at ICHM please investigate the career paths of our graduates and if you have the opportunity, please make contact. There is a very important message you will frequently hear from me and that is to, "Network, Network, Network".

Our program is demanding as it is designed to meet the very high expectations of the academic requirements of Australian education authorities and of course the expectations of our very important clients, the international hospitality industry. It is essential that you manage your time and that you achieve a balance between study and leisure. Please also take the time to get to know your fellow students in your own and other years. To be truly international in outlook we must engage with others to share our cultural and industry experience.

During your time at ICHM we will support your journey with timely and quality personal and academic support.

If you have any suggestions, comments or concerns about any aspect of the program or life on campus, please call or send me an email at klumsden@ichm.edu.au

The ICHM academic, administrative and management staff join me in welcoming you (or welcoming you back!) to ICHM and in extending our very best wishes for academic and personal success this semester.

Kellie Lumsden
Program Director Academic

Police / Fire / Ambulance **000**
Police Assistance **131 444**

The nearest Police station is Port Adelaide which is open 24 hours.

244 Vincent Street
PORT ADELAIDE SA 5015
08 8207 6444

Emergency + app

Download the free Emergency+ app for iOS and Android devices which:



- provides you with information about when to call Triple Zero
- provides you with information about who to call in non-emergency situations
- assists you to dial the relevant number
- displays the GPS coordinates of the phone's location that you can read to the emergency operator.

Evacuation Process for C Block

As soon as you hear an alarm go off, the Lecturer will:

- Ask all students to remain seated;
- Nominate a student to lead the rest of the class to go to the Courtyard. This is 20 metres to the eastern side – signposted in green;
- The Lecturer will take a roll check to ensure all students are accounted for before leaving the classroom. If you cannot leave the building, remain in the stair well;
- Classroom doors to remain closed and locked;
- **DO NOT USE MOBILE PHONES;**
- If there is a fire, then Security will be at the fire panel;
- Lecturer in charge to take the scanner to ICHM Admin and record official attendance as soon as practicable;
- If a person with a disability is within the group, then they are to be left in the stair well for Fire Wardens to collect.

ICHM Sexual Assault, Harassment & Mental Health safety

The ICHM First Responders team can assist students if they are requiring help, or in the event of an incident.

These people are:

- Renata Wilson – Senior Student Counsellor and Welfare Advisor
- Dr Nathan Crane – Lecturer and Chair, ICHM Community Welfare Advisory Group
- Annabelle Roelink - Industry & Career Development Manager
- Petra Seitz - Lecturer

TABLE OF CONTENTS

WELCOME TO ICHM	2
SAFETY FIRST - Emergency Contacts / Procedures	3
Emergency + app	3
Evacuation Process for C Block	3
ICHM Sexual Assault, Harassment & Mental Health safety	3
DISCLAIMER	6
ORGANISATIONAL & GOVERNANCE STRUCTURE	7
ICHM Address	7
Regency International House Staff & Address	7
ICHM CALENDAR OF KEY DATES – Semester 2 2021	8
LAST DAY OF SEMESTER	8
KEY LINKS	8
REGENCY CAMPUS MAP	9
K BLOCK MAP (Regency International Centre)	10
OFFICIAL ICHM BOARDS, COMMITTEES AND MEETINGS	11
Academic Board	11
Academic Committee	11
General Assembly	11
Faculty Meetings	11
Student Representative Council (SRC)	11
Teaching and Learning Committee	12
Spotlight on Industry Program	12
ICHM Community Welfare Advisory Group	12
Sustainability Committee	12
POLICIES AND PROCEDURES OF ICHM	12
LEGISLATION GOVERNING YOUR STUDY AT ICHM	13
Education Services for Overseas Students (ESOS) Act, 2000	13
National Code of Practice	13
Other Commonwealth and State Legislation	13
FACT SHEET – STUDENT VISA HOLDERS CONDITION 8202	14
CHANGING COURSES	15
THE CLASSROOM ENVIRONMENT	16
Why do I have gaps in my program? Why don't each of my classes follow a regular pattern?	16
Assessment	16
Turnitin	16
Academic Integrity	16
Attendance	17
Class Timetables	17
Access to Lecturers outside of scheduled class time	17
Learning Assistance	17
Teaching Methodology	18
Responsible Service of Alcohol	18
Health and Physical Condition	18
Photographs	20
STUDENT FEEDBACK AND QUALITY MANAGEMENT	20
CAMPUS SERVICES AND FACILITIES	20
Accommodation	20
Campus Admissions & Administration Office	20
Computing Assistance	20

First Aid/Accidents	21
Food and Beverage Facilities.....	21
Justice of the Peace	21
Information & Library Services.....	21
Lost Property	23
Name Badges.....	23
Notice Boards	23
Printing and Photocopying.....	23
Student Phone.....	23
Postage Facilities	23
Recreation Facilities	23
Lockers for Off Campus Students.....	23
Smoking.....	23
Student Welfare and Support	23
Student Learning Support Advisors.....	24
Uniforms.....	24
AWARDS	25
Undergraduate Program	25
Postgraduate Program	25
TAXATION (Tax File Numbers)	25
THE PRESIDENTIAL SUITE (C209)	26
BANKING	26
OVERSEAS STUDENT HEALTH COVER	26
DEPARTMENT OF HOME AFFAIRS	27
COVID-19	27
PUBLIC TRANSPORT	28
SAFETY & SECURITY	28
SEXUAL ASSAULT, HARASSMENT & MENTAL HEALTH SAFETY	29
ON-LINE SAFETY.....	30
ON-LINE NETIQUETTE	30
BEACH SAFETY	31
DRIVING A CAR AND ROAD SAFETY TIPS	31
PLACES OF WORSHIP	33
COMMUNITY ORGANISATIONS.....	33
USEFUL SERVICES.....	34
SETTLING IN	35
AUSTRALIAN SOCIAL CUSTOMS.....	35
COURTESY & PUNCTUALITY.....	37
USEFUL HOSPITALITY SUBSCRIPTIONS AND LINKS	37

DISCLAIMER

This Handbook provides general information regarding facilities, services, policies and procedures for students studying at the International College of Hotel Management, on the Regency Campus of TAFESA. The information provided is to the best of our knowledge accurate at the time of publication.

Changes to student timetables, policies and procedures, the requirements of external agencies, hours of operation or the provision or type of services offered will be incorporated into electronic versions located in the Microsoft Teams [ICHM Information Hub](#). It is the students' responsibility to check for updates regularly.

ICHM CALENDAR OF KEY DATES – Semester 2 2021

Week 1	Monday 26 July – Friday 30 July
Mid Semester Holiday	Monday 04 October – Friday 08 October
Last Day on Campus	Friday 17th December
Withdrawal date	Monday 20 th September
Census Date	Monday 16 th August

LAST DAY OF SEMESTER

The last official day of semester, **Friday 17 December**, has been published in our prospectus and in the official ICHM calendar.

The official ICHM position is that you plan to remain in Adelaide if studying on campus or available online until that date even though your classes, assessments or exams may be scheduled to finish earlier, the reasons being:

- Exams or assessments may have to be rescheduled due to situations that could arise.
- Lecturers who have completed marking of the final assessments might decide to award supplementary assessments.

We are aware that in previous semesters some students have left Adelaide the day of their final exam/assessment, with no negative consequence. We are also aware that an employer might ask that a student considers commencing placement or employment prior to the official last day of the semester. **If you decide to leave earlier than the published final date you carry the risk.** A claim of “usual practice” or “hotel request” will not be considered as reasonable grounds for an appeal should you not be able to attend an exam or supplementary assessment. Illness or bereavement may be judged as reasonable grounds.

KEY LINKS

Access to your timetable, email and other important information can be found on the ICHM website:
<https://www.ichm.edu.au> - click on ‘Login’ and enter your ICHM email address and password.

The [ICHM Information Hub](#) is located within your Teams site. It contains all the required information you will need to undertake your studies this semester. It also has links where you can download Android and iPhone apps so you can view this information on the go.

REGENCY CAMPUS MAP



REGENCY CAMPUS
DAYS ROAD
REGENCY PARK SA 5010
SITE MAP

Central Map

- A** Centre for Fitness, Sport, Recreation & Tourism (Admin – Level 1)
- B** iCentral – Library & Information Services, Security, Cafeteria, Community Services, Health & Lifestyle (Admin – Level 2), Medical Centre, Classrooms B210 to B235 (Level 2)
- C** Classrooms C101 to C109 (Level 1), Classrooms C201 to C209 (Level 2), Lecture Theatres – North and South (Level 1-2)
- D** Classrooms D201 to D214 (Level 2)
- E** Classrooms E101 to E103 (Level 1), Classrooms E201 to E203 (Level 2)

West Map

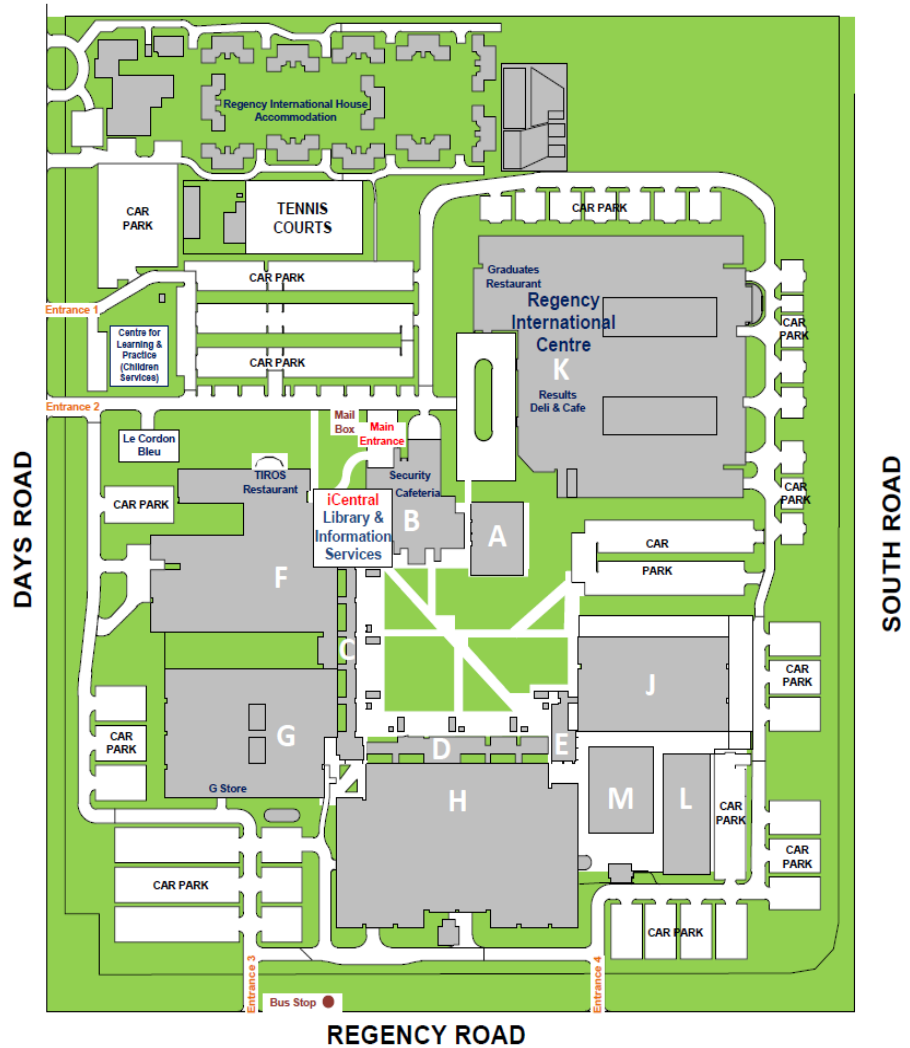
- F** TIROS Restaurant, Library (access via iCentral), Video Conference (access via iCentral), Foundation Skills (Admin)
- G** Electronics & Computer Systems, Mechanical/Civil Engineering, Spatial Information & Surveying, Geoscience
G Store

South East Map

- H** Mining, Engineering & Transport (Admin), Mechanical/Civil Engineering, Automotive, Fabrication & Welding
- J** Automotive
- L** Automotive
- M** Automotive

North East Map

- K** Regency International Centre – Hospitality & Food Studies, Hospitality, Tourism (Admin), Applied Food Studies (Admin)
Results Deli & Cafe,
International College of Hotel Management
Le Cordon Bleu (Admin)



Record No.: TAFE/14/19007. Updated 20/08/2014

Page 1 of 7

K BLOCK MAP (Regency International Centre)

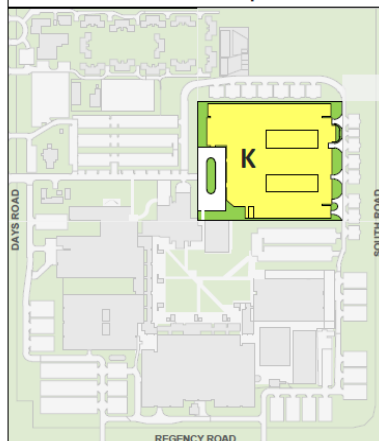


REGENCY CAMPUS
DAYS ROAD
REGENCY PARK SA 5010

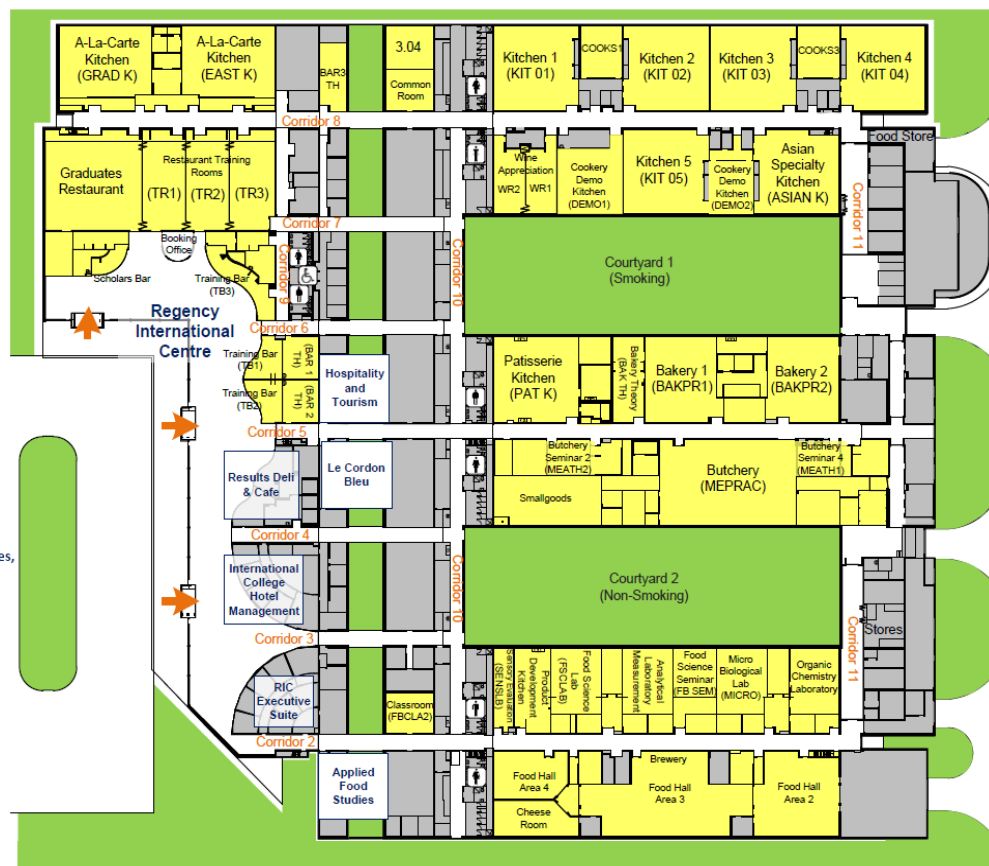
GROUND LEVEL



North East Map



K Regency International Centre – Hospitality & Food Studies, Hospitality and Tourism (Admin), Applied Food Studies (Admin) – (Bakery, Meat, Food Processing, Patisserie, Cheese and Brewery), Results Deli & Cafe, Restaurant Booking Office – TIROS and Graduates, RIC Executive Suite (RIC Boardroom), Le Cordon Bleu (Admin), International College of Hotel Management,



Record No.: TAFE/14/19007. Updated 20/06/2014

Page 7 of 7

Academic Board

The major responsibility of the Academic Board is the establishment of academic standards and monitoring the achievement of those standards.

Membership

Professor Sue Carthew, Charles Darwin University – President*

Professor Roberta Crouch, Flinders University*

Dr Carl Driesener, University of South Australia*

Mr Eoin Loftus, Industry *

Mr Justin McConnell, Industry*

Mrs Natalie Simmons, Chief Executive Officer, ICHM

Mrs Kellie Lumsden, Program Director Academic, ICHM*

* Voting members of the Academic Board

The Academic Board meets four times a year and is responsible for the overall academic integrity of the program and approval of students for graduation.

Academic Committee

The Academic Committee meets monthly to review academic and student management issues, including academic grievance appeals and student progression. An important function is the finalisation of results at the end of the academic semester. The Academic Committee is chaired by the Program Director Academic, Kellie Lumsden.

Membership

A quorum requires the presence of the Program Director Academic, Student Counsellor and Welfare Advisor (or delegate), Program Coordinator (or delegate), three subject lecturers and an Industry and Career Development Manager.

General Assembly

General assemblies are an important forum for communication and information sharing and are conducted by the Program Director Academic or the Chief Executive Officer.

General assemblies are timetabled in your program and **attendance is compulsory** unless otherwise notified. The Program Director Academic or Chief Executive Officer may call an un-timetabled general assembly, and this may require changes to timetabled classes.

Faculty Meetings

The major purpose of faculty meetings is for the sharing and discussion of educational and administrative information and issues. Lecturing and ICHM administrative staff are invited to attend. Meetings are held monthly throughout the semester. The meetings are chaired by the Program Director Academic.

Student Representative Council (SRC)

The ICHM Student Representative Council comprises a group of student representatives from all years. The main objective of the SRC is to ensure that students have an input into the decision-making processes of ICHM and Regency International House, especially where the decisions directly affect the ICHM student body. Students from each year are elected by their peers to represent the interests of the students in that group, and to provide information to the group on SRC discussions and activities.

SRC meeting dates are determined at the beginning of the semester following election of a President and Vice-President. The President acts as the Chairperson for all SRC meetings. The Vice-President supports the President and acts as Chairperson for the meetings in the President's absence. A Program Coordinator chairs the first meeting for the semester and manages the elections of the President and Vice-President.

Teaching and Learning Committee

The Teaching and Learning Committee meets quarterly and is tasked with ensuring the improvement of ICHM's teaching and learning environment, making recommendations to the Academic Board. An important function is ensuring the ICHM Teaching and Learning Plan is operationalised. The Teaching and Learning Committee is chaired by the Program Director Academic, Kellie Lumsden.

Membership

The quorum necessary for transaction of the business of the Teaching and Learning Committee shall be the Chairperson (or delegate), one Program Coordinator, one Lecturer and one student representative.

Spotlight on Industry Program

The ICHM spotlight on industry program has been established to invite several industry leaders, company representatives, visiting academics and researchers to address students and staff on a wide variety of topics. A special feature is the inclusion of at least one successful graduate to talk about their time on campus and their career following graduation.

Spotlight on industry presentations are timetabled in your program and **attendance is compulsory** unless otherwise notified. Occasionally, to accommodate the busy schedule of our guests, the timetable is amended, however, attendance is still expected.

ICHM Community Welfare Advisory Group

The purpose of this Advisory Group is to review, monitor and report on the SASH action plan, as well as to recommend improvements to enhance student welfare, the work environment and education and training in relation to bullying and harassment, sexual assault and mental health. Meetings are held throughout the semester, chaired by a staff member appointed by the CEO, along with the following members;

ICHM Human Resource Advisor
Industry and Career Development Manager
Student Welfare Officer
Three student representatives

Sustainability Committee

The purpose of the Sustainability Committee is to review, monitor and report on ICHM sustainable practices and recommend improvements so as to enhance ICHM's sustainability footprint. Meetings are held throughout the semester with the following members;

Chair
Two Lecturers
Two Student representatives

POLICIES AND PROCEDURES OF ICHM

ICHM Policies and Procedures are available on the ICHM website.

<https://www.ichm.edu.au/programs/rules-policies-procedures>

It is of utmost importance and your responsibility to become familiar with these policies and procedures.

Education Services for Overseas Students (ESOS) Act, 2000

The ESOS Act sets out the responsibilities and obligations of registered training providers, such as ICHM, to ensure high standards of quality in the program of study in which overseas students are enrolled. A link to the ESOS Act is provided on the ICHM website at <https://www.ichm.edu.au/about-us/accreditation-quality-assurance>

National Code of Practice

The *National Code of Practice for Providers of Education and Training for Overseas Students 2018* established under Commonwealth law (the *ESOS Act, 2000* and *ESOS Regulations 2001*) sets out standards (specifications and procedures) for the conduct of registered providers and the registration of their courses.

You are encouraged to review the standards set out in the National Code of Practice posted on the ICHM website.

If you have any queries about them, please contact the Chief Executive Officer, Mrs Natalie Simmons on 8228 3652 or nsimmons@ichm.edu.au, or Program Director Academic, Mrs Kellie Lumsden on 8228 3677 or klumsden@ichm.edu.au directly.

The ESOS Act and *National Code* are also published at the following location:

<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Regulations/Pages/default.aspx>

Other Commonwealth and State Legislation

As a student of ICHM, you are required to not only comply with the rules and regulations of the College, but Commonwealth and State legislation as stipulated by the Government in force.

All staff and students of ICHM are required to be aware of their rights and responsibilities under Commonwealth and State legislation. The below list identifies specific legislation that provides coverage to staff and students of ICHM. This list is not exhaustive.

<i>Australian Human Rights Commission Act 1986</i>	<i>Education Services for Overseas Students (ESOS) Act 2000</i>
<i>Racial Discrimination Act 1975</i>	<i>Fair Work Act 2009</i>
<i>Sex Discrimination Act 1984</i>	<i>Work Health & Safety Act 2011</i>
<i>Disability Discrimination Act 1992</i>	<i>Return to Work Act 2014</i>
<i>Age Discrimination Act 2004</i>	<i>Equal Opportunity Act 1984</i>

Copies of the legislation can be accessed from the following website:

<https://www.legislation.gov.au>



Australian Government
Department of Home Affairs

Student visa holders - changing courses

Student visa condition 8202 – understand the requirements

Student visa holders are expected to understand and comply with the conditions applicable to their visa.

Condition 8202 of a Student visa (subclass 500) requires that a student maintains enrolment in a registered course that is the same Australian Qualifications Framework (AQF) level as, or higher than, the course for which they were granted their visa.

If a student changes to a lower AQF level course, or a non-AQF award course, they need to apply for a new Student visa. This requirement applies even if the course they change to is with the same education provider. The only exception is that a student does not need to apply for a new visa if they change from a doctoral degree (AQF level 10) to a Masters degree (AQF level 9).

If a student changes their main (or principal) course of study, it is their responsibility to ensure they still comply with their Student visa conditions. Failure to do so could result in visa cancellation.

Some examples where a student would need to apply for and be granted a new Student visa include:

- ☐ Studying a Bachelor degree (AQF level 7) at a university and want to transfer to a Diploma (AQF level 5) at the same university.
- ☐ Studying a Certificate IV (AQF level 4) and want to transfer to an ELICOS (non-AQF award) course.
- ☐ Studying Year 11 (AQF: Senior Secondary Certificate of Education qualification type) and want to transfer to an Independent ELICOS (non-AQF award) course.

A student does not need to apply for a new visa if they transfer to a course at the same or higher AQF level, or from a non-AQF award course to an AQF course.

Course packaging

Students can apply to undertake two or more courses on their Student visa (subclass 500) where there is clear progression from one course to another. This is known as course packaging. The final course that a student will undertake as part of their package of courses is their main (or principal) course of study.

Students who wish to change their enrolment to a package of courses, or who are enrolled in a package and want to amend the courses in the package, are able to do so without applying for a new Student visa, as long as they remain enrolled in the main (or principal) course of study that has the highest AQF level.

Further information

Visit www.homeaffairs.gov.au and search 'changing courses' for more information.

Visit www.aqf.edu.au and search 'AQF levels' for more information.



 Australian Government

CHANGING COURSES?

If you change course, you might need a new Student visa.

As a Student visa (subclass 500) holder, it is your responsibility to comply with your visa conditions.

VISIT WWW.HOMEAFFAIRS.GOV.AU AND SEARCH 'CHANGING COURSES' FOR FURTHER INFORMATION

Why do I have gaps in my program? Why don't each of my classes follow a regular pattern?

The development of your program is a very complex process. Students often ask – why do I have so many gaps? Why do I have class commencing at 8am? Why do I have to come in on a Friday? Those of you that may have come from university or another college may have experienced similar issues. The reasons behind this are varied, but here are some of the main issues at ICHM that impact on your program:

- ICHM operates on a shared campus. This means that the bars, restaurants and other main facilities must be booked at least 6 months in advance. These bookings are based on availability and will dictate the structure of the Year 1 program;
- Each semester the program is impacted by Public Holidays, Spotlight on Industry and other events which means classes need to be moved to accommodate this;
- Some students fail subjects and need to repeat these when they return on campus. ICHM endeavours to accommodate these repeat students and integrate these into their programs. Where a repeat cannot be accommodated, a student may have to drop certain subjects which impacts on the consistency of their program;
- ICHM has a combination of full time, part time and casual teaching staff. Several staff work concurrently in industry. This is to keep their discipline knowledge current and provide you with the most up to date industry trends. The availability of certain staff is therefore dictated by their industry commitments;
- Several Lecturers teach across several years due to their wide discipline knowledge and skills. This means that they can only teach certain subjects on certain days;

There are many more reasons as to why your program is structured in the way it is presented to you. The best advice that can be provided to you is to take advantage of these gaps and use the Library, C209 or other free rooms to work on your assessments and/ or revise work prior to your next classes.

Assessment

Assessment of learning and demonstration that you have acquired skills and knowledge can be achieved by a combination of many assessment techniques including practical and written examinations, individual or group presentations, reports, essays and assignments. Some assessments will require students to give presentations and others to work in groups. We understand that this can be difficult for those whose first language is not English, for those who come from a culture where there are different expectations and for other students who are not yet comfortable for a variety of reasons. As these are important competencies required for managerial and leadership roles it is important that our students develop and enhance their knowledge, skills and confidence in these areas whilst they are at college and if experiencing difficulty ensure they seek assistance from lecturing and support staff. All details of assessment are provided in the *Study Guide* for each subject. To assist you, a word count calculator is available in the [ICHM Information Hub](#) on Teams. Please use this to ensure you meet the word count requirements.

Turnitin

All individual subject submission information will be provided within an email sent on behalf of each subject lecturer via the Turnitin portal. Please follow the prompts utilising your ICHM email to access each subject's submission folder. Turnitin is an important tool for you to use to not only submit your assessments but also to minimise the risk of breaching the Academic & Research Integrity policy (see below). Please consult the Academic & Research Integrity policy available on the ICHM website or discuss this with your Lecturer.

Academic Integrity

ICHM is committed to providing an education environment that supports ethical scholarship and empowers our students to act with integrity and honesty in all of their academic studies. During your first week at ICHM (or upon your return to studies each semester), you will be reminded of our commitment to this via Academic Integrity workshops. In addition to this, please ensure that you regularly review the ICHM Academic & Research Integrity Policy located on the [Rules, Policies & Procedures](#) page of the ICHM website.

Attendance

Recording student attendance at class serves several critical management purposes and it is important that it is completed as soon as possible. Attendance is an official, legal record and constitutes the primary means and purposes for the following:

- Confirmation of a student's class attendance can be requested by the Academic Committee in hearing appeals and for academic grievance proceedings;
- An official record available to Government Authorities in the event an audit of an overseas student's attendance is required;
- In the event of a building evacuation, the lecturer will verify attendance on the system (on-campus students only)

Student attendance at Seminars and events will be recorded by the Lecturer or the host of the event for both on-campus and online students. On-campus students will be required to have their student ID for scanning with them when they attend.

If you are absent from class and have an authorised reason from a member of the ICHM staff, please complete the ICHM Attendance Form located through the following link:

[ICHM Attendance Form](#)

You must complete all the requirements of the form for it to be submitted for consideration. If you are absent for more than one seminar or event you will need to complete the form for each one you have missed.

You can also place requests for further information on your attendance or any other attendance queries through this form.

If your attendance request is approved your non-attendance calculation will be adjusted.

For further information on ICHM attendance please see the Attendance policy at [Rules, Policies & Procedures](#) on the ICHM website.

Class Timetables

Your timetable is provided in your personal Outlook calendar which clearly indicate dates, days, commencement times, class duration and location. It is the student's responsibility to attend classes appropriately prepared, in the required uniform and with the necessary equipment for each class. In the event of changes being made to your calendar, you will receive an automated email advising you of the changes.

Access to Lecturers outside of scheduled class time

All Lecturers have a workload formula which requires them to meet with students outside of scheduled class time for individual student subject counselling and support. The Study Guide for each subject along with the Lecturers availability message on Teams provides you with information on the availability times for Lecturers for you to discuss any questions or seek clarification. We ask students to respect faculty availability times as would be the expected process in an industry setting. Lecturers will use a combination of 1:1, Microsoft Teams, Outlook Groups, Skype, Yammer, and other methods to communicate with you outside of class time.

Learning Assistance

If you need assistance in doing assignments, research or presentations, it is essential that you contact your Lecturer. Your Lecturers are one of the most important resources to assist you through your studies at ICHM. Remember, it is up to you to communicate with your Lecturers if you have any difficulties with your studies. Never leave it too late! See above re availability.

Additional learning support is also available from Alexandra McGee, Student Learning Support Advisor. The nature and amount of support will depend on the student's need and could involve individual or small group interactions with support staff and for one or several interactions/meetings.

Teaching Methodology

Within Australian educational institutions, teaching and learning is considered a two-way communication process and students are encouraged to discuss and actively participate in their learning. Lecturers can use a variety of classroom methodologies to impart knowledge and information to students which could include lectures, group discussions, audio and visual presentations (video), guest presentations, computer-based learning, case studies, role playing and simulation exercises. ICHM encourages "active learning" where students are involved in their learning by asking questions, providing feedback, participating in discussions and giving presentations.

Responsible Service of Alcohol

You must complete or provide evidence of your Responsible Service of Alcohol Certificate to the Food & Beverage Lecturer during your first semester on campus. Failure to do so may influence you being held back from undertaking Industry Placement.

Health and Physical Condition

The Hospitality Industry and study at ICHM includes engagement in restaurants, kitchens, housekeeping and front office environments. This is particularly applicable when students are on placement. ICHM has a duty of care for all students enrolled in our courses.

There are workplace health and safety issues that need to be considered by students, academic and industry and career development staff. Both students and staff involved have a responsibility to advise the Program Director Academic if they become aware of any physical or mental impairments with a student so that necessary action can be taken to safeguard the student.

Students are reminded of the need to consider the best way to bend and lift. Below is a brochure on top tips for manual handling.

TOP TIPS FOR MANUAL HANDLING

1 CONDUCT A
MANUAL
HANDLING
RISK ASSESSMENT



2 ENSURE
EMPLOYEES
HAVE THE
CORRECT
MANUAL
HANDLING
TRAINING



3 USE MECHANICAL AIDS
WHEREVER POSSIBLE

4 PLAN THE
ROUTE
BEFORE
YOU START



5



WORK FROM A
STABLE BASE

**HUG
THE LOAD**



7



**BEND
YOUR
KNEES**

8

**AVOID
TWISTING
OR LEANING**

9 KEEP
YOUR
HEAD **UP↑**



**KNOW
YOUR
LIMITS**



**PUSH A LOAD
RATHER THAN PULL IT**

Photographs

Photographs taken by the ICHM photographer at ICHM ceremonies and all other ICHM events can be posted to the *ICHM Australia* Facebook page. If a student does not wish to have their photo taken they will need to advise the photographer at the time and remove themselves from the photo.

STUDENT FEEDBACK AND QUALITY MANAGEMENT

During your time at ICHM, you will be required to complete surveys that provide feedback on our operational practices. The Australian educational authorities mandate some of these and some are developed and administered by ICHM.

Your feedback is essential if we are to maintain quality and seek continuous improvement in our education delivery.

The following surveys and feedback mechanisms are available, and may be scheduled in your calendars where applicable:

Enrolment and Commencement

Conducted shortly after commencement this survey collects information on new student and returning student enrolment experiences as well as Week 1 activities.

Overall Quality

A survey of all student's perceptions of quality at ICHM is conducted after the mid semester break. Results are shared with students before they leave campus.

Individual Subjects

More detailed surveys of individual subjects are conducted for selected subjects in the final weeks of the semester. Three or four subjects are surveyed each semester, providing the opportunity to survey all subjects over an eighteen month (three semester) period.

Your Anonymous Feedback Matters!

In addition to the above, you can send an anonymous email **at any time** to raise concerns on any issue you think is important. **Your anonymity is guaranteed!** If you would like a response, please provide your name. Please use the webform provided at [ICHM Information Hub](#).

CAMPUS SERVICES AND FACILITIES

Accommodation

On-campus accommodation is provided at Regency International House (RIH).

☎ Telephone 8348 4000

☎ Fax 8348 4009

Campus Admissions & Administration Office

The ICHM Administration office is located in K Block. Office hours are 8:30am to 4:30pm Monday to Friday.

☎ Telephone 8228 3636

☎ Fax 8348 4293

Computing Assistance

For computing assistance in C204 or Regency International House (RIH), please contact the IT Helpdesk on 8228 3660 between 9:00am – 5:00pm. Assistance will also be provided after sending an email to

helpdesk@ichm.edu.au

First Aid/Accidents

First Aid assistance is available on campus and in Regency International House. If you are ill, require first aid, have an accident or are involved in, or witness a dangerous occurrence (near miss), you should report it to your lecturer or to Reception at RIH, so appropriate action can be taken. All accidents/incidents and dangerous occurrences must be reported immediately, and an Accident/Incident Report form must be completed to comply with relevant State health and safety legislation.

Students and staff should also be familiar with the Critical Incident Policy (see [Policies and Procedures](#) on the ICHM website).

Food and Beverage Facilities

In your welcome pack information on close off-campus food locations has been provided. You will also find that the following facilities are available on campus:

Results Cafe

This is a public café (located in the Foyer of K Block) that sells a selection of food prepared by the students. You can also sit and have a relaxing coffee.

Opening times are: Tuesday to Friday 9:00am – 3:00pm

Opening hours vary during term breaks.

Graduates Restaurant

The Graduates Function Centre was launched in early 2012 and it caters for cocktail parties, lunches, dinners, meetings and conferences.

TIROS Restaurant

TIROS (Training in Restaurants, Operations & Services) is a bistro style restaurant open for lunch and dinner to staff, students and the public from Tuesday to Friday during the school year. Reservations can be made by calling 8348 4348 or through the online booking system at [Tiros at Regency](#). Students attending class after dining must not consume alcohol. Your conduct and behaviour as a restaurant guest is expected to be responsible and mature and neat casual dress is required.

Justice of the Peace

If you require a Justice of the Peace for witnessing signatures on Affidavits, Statutory Declarations or any other document, contact the TAFESA front desk located in B Block just inside the front entrance for on campus contacts.

Information & Library Services

The library is located in B Block behind iCentral and provides access to many resources which you will need to complete your studies whilst a student at ICHM. The professional library staff are very helpful and skilled in showing you how to find resources on the shelf and online. You can access our allocated librarian Vlada Krasova via the [ICHM Library Support](#) MS teams site. The following link will give you access to the catalogue and online resources as well as details on opening hours and contact details.

<https://tafesa.spydus.com>

Assistance

The library offers the following information sessions:

- Tours of the library
- Researching and referencing skills
- Using online resources such as databases, E-books and E-journals
- Using the Internet
- Using MY Library

Library staff can assist you with:

- Assignment preparation equipment including laminators and binding machines
- MS Office and Internet access
- Printers (black and white and colour), photocopiers and scanning

Loans and returns

To borrow resources from the library you will need to have a current Student ID Card. Loan periods and numbers of items available for loan will vary as items that are in heavy demand may have a shorter loan period, or be available for use in the library only. You may be able to extend your loan, if other borrowers do not need the item. Check on MY Library, at the Circulation Desk or phone us before the due date, and you may be able to arrange an extension. Overdue items may not have the due date extended.

Online Resources

You can access the library online catalogue (OPAC) in the library or via details provided in the student share drive. The Regency library subscribes to a number of databases which host many hundreds of electronic journals. *Emerald*, *Business Source Premier*, *Science Direct* and the *Institute of Hospitality* are the most useful for your hospitality and business subject areas. You can access *Emerald* and *Business Source Premier* through your *My Library* login. The library also subscribes to a number of E-Journals. Please contact the library for usernames and passwords to the *Institute of Hospitality* and E-journals.

Identification (ID) Card and Travel Concession Card

All students are issued with a card upon commencement of studies from the library, which must be carried on you at all times. This is valid until 31st December 2021 and must be renewed upon your return to College each year. The card can be used to borrow library books and obtain concessions on public transport in South Australia. It will also be used to record attendance in class. If you have been given a concession card whilst on placement, please see ICHM Administration and this can be issued.

Library opening hours

8:30am to 5:00pm	Monday to Friday
Closed	Saturday and Sunday

Semester break opening hours vary. Please check with Library staff.

Library is closed on public holidays.

Library contact information

137 Days Road
Regency Park SA 5010
Telephone: (08) 8348 4252
Email: regencylibrary@tafesa.edu.au

Lost Property

Any enquiries concerning lost property should be directed to Security, located in the foyer of B Block (telephone 8348 2648), or RIH Reception (telephone 8348 4000).

Name Badges

Students are issued with a name badge upon commencement of their studies. ICHM name badges must be worn when wearing your ICHM uniform and as advised. If you lose your ICHM badge, you will be required to order a replacement, at your own expense. Replacements can be ordered from ICHM Administration Office at a cost of \$15.

Notice Boards

The ICHM notice boards are located outside each of the classrooms. There is also a notice board at RIH, located just outside the computing room, which displays information for ICHM students.

Printing and Photocopying

Printing and photocopying is available at RIH and in the library. All students are provided with an initial value on their Library ID cards to cover some of the cost of printing and photocopying. Additional credit may be purchased in the library. Printing is also available in the ICHM computer suite, C204 & Regency International House. Online students can access printing via a request to the Executive Assistant execassistant@ichm.edu.au.

Student Phone

A phone is located in the ICHM Administration Office for students to call lecturers, staff or student support at RIH.

A phone is located in C209 with extension number 619 for internal use only. For emergencies, please call TAFE Security on 8348 2648. This number is already programmed into the phone. To call 000, please dial 0 to get an outside line. A phone list is located by the phone for your use.

Postage Facilities

A post box is located outside B Block main entrance near the roadway.

Recreation Facilities

There is an extensive range of sporting and recreational activities available on campus. Social and sporting activities are organised by RIH management and the SRC.

Lockers for Off Campus Students

For all students who live off campus, there are locker facilities available for your use, located in K Block.

Please see ICHM Administration for allocation of a locker and specific directions of where the lockers are located. You will have to supply your own lock and key.

This can be ideal to store your backpack, any additional clothing articles to the uniform and all personal belongings rather than carry around from classroom to classroom.

Smoking

It is the policy of TAFE SA and ICHM that smoking is prohibited anywhere on campus.

Student Welfare and Support

The Student Counsellor and Welfare Advisor, Renata Wilson is located in the ICHM Student Support office in K block. Renata is also available for all students through Teams at [ICHM Student Welfare](#). The role of the Student Counsellor and Welfare Advisor is to ensure that students are given the help and support they need in raising or addressing any issues that have the potential to impact on their study. The Student Counsellor and Welfare Advisor can assist in working with students to examine ways to manage various situations, including issues related

to learning difficulties, stress management, time management, cultural adjustment, mental health problems including social or generalised anxiety, relationship problems, problems with accommodation, grief and loss, and any other personal or academic issues.

The Student Counsellor and Welfare Advisor is also available to support and advise students who wish to make application, appeal or lodge a concern to the Academic Committee. Additionally, the Student Counsellor and Welfare Advisor can assist with suggestions for social gatherings and liaising with the SRC on a student's behalf.

The Student Counsellor and Welfare Advisor maintains a high level of confidentiality and impartiality in all dealings with students.

Student Learning Support Advisor

The Student Learning Support Advisor, Alexandra McGee is located in the ICHM Student Support Office in K Block. They will also be available for all students through Teams at [ICHM Learning Support](#). The role of the Student Learning Support Advisor is to assist students with any academic challenges, particularly in areas of report writing, essay writing, how to tackle and dissect assessments, referencing, understanding the written language, providing meaning to writing, and research skills. Support is available either one-on-one or in small groups. Weekly workshops will be offered to students to increase knowledge in relevant academic tasks. The workshops are valuable for all students, regardless of their level of knowledge. The aim of the workshops is to enhance the learning and study skills of all students.

Uniforms

A full ICHM uniform is supplied to all new bachelor students. All students inclusive of Masters degree students must align their dress with the [Personal Appearance and Uniform Policy and Procedure](#). Students on-campus are required to wear their uniform whilst on-campus. Students studying online are not required to wear the uniform, however they are expected to wear neat attire. Replacement and/or additional uniform items can be purchased directly from the supplier. For details of the supplier's name, telephone number and costs, please contact the ICHM Administration Office on 8228 3664.

AWARDS

Awards for students studying at ICHM include the following:

Undergraduate Program

- Dux of the Program
- Outstanding Student Award
- Academic Achievement
 - Certificate of Merit
 - Certificate of Academic Achievement
- Degree Medals
 - Bachelor of Business (Hospitality Management) medal

Postgraduate Program

- Dux of the Master's Program
- Academic Achievement
 - Certificate of Merit
 - Certificate of Academic Achievement
- Masters Medals
 - Master of International Hotel Management (Swiss Hotel Association) medal

For more information on ICHM's Awards please refer to the Results, Grades and Awards Policy on the ICHM website at [Rules, Policies and Procedures](#).

TAXATION (Tax File Numbers)

A tax file number (TFN) is a unique number issued to individuals and organisations to help the Australian Tax Office (ATO) administer tax and other Australian Government systems. It is one of your most important forms of identification in Australia. It is yours for life and keeping it secure is a good defence against [identity theft](#).

While it is not compulsory to quote a TFN, without one you may:

- Pay more tax than necessary; or
- Not be able to access government benefits you are entitled to receive.

A TFN will also help you:

- Lodge a tax return
- Contact the ATO about your tax affairs
- Start or change jobs
- Limit the amount of tax you pay on interest or dividends earned if you have savings accounts or investments that earn income.

Applying for a TFN

If you are a permanent migrant or temporary visitor to Australia, you can apply for a TFN online after you arrive in Australia if you have a:

- Visa that allows you to live and work in Australia

To apply, complete the [online individual tax file number \(TFN\) registration](#). When applying online, you do not have to physically provide proof of your identity. Applying for a TFN using false or other peoples' identity details, or misusing your TFN, can mean heavy fines or jail. **Your TFN is valuable. Don't share it with friends and don't provide it on the internet when applying for work. Keep it secure.**

If you need more information about TFNs, you can:

- Visit the ATO website at www.ato.gov.au; or
- Phone **13 28 61** between 8:00am and 6:00pm, Monday to Friday, and 10:00am to 2:00pm on Saturday.

THE PRESIDENTIAL SUITE (C209)

The Presidential Suite (Room C209) is your room! Relax, unwind, play some YouTube videos or do some quiet study. The choice is yours. All we ask is that you respect the following protocols developed by the Student Representative Council, so that you can all enjoy it.

1. **Be respectful of others using the space.**
2. **If listening to music or videos, please use headphones.**
3. **Please maintain the quality of the furniture.**
4. **Please tidy up after yourself.**
5. **No food on couches.**
6. **No overly smelly food in the room.**

The Presidential Suite is open from 7:30am to 7:00pm in the evening.

The room is monitored 24/7 via close circuit TV for your security. There is also a phone which will provide you direct dial access to TAFE Security in case of emergencies, ICHM Reception and IT services.

BANKING

It is not safe to carry large sums of money or to keep cash in your room, so we suggest you open a bank account as soon as you can. To open an account with an Australian financial institution you are required to provide proof of identity. This is assessed on a points system with applicants required to provide “100 points” of identification to open an account. If you have been in Australia for less than 6 weeks, your passport is sufficient identification and will be considered equal to 100 points. If you have been in Australia for more than 6 weeks, you can use the following as a guide:

70 points – Birth Certificate **or** Passport **or** Citizenship Certificate

40 points – ICHM Photo Identification Card **or** International Drivers Licence (with photo)

25 points – Master Card **or** Visa Card issued from a bank

Always make sure you understand the conditions of any account that you plan to open. Remember to ask about any special “Student Account” they may be offering. Student accounts normally have the benefit of “no bank fee charge” however all accounts of any kind are subject to government fees. Phone and internet banking are widely used in Australia and you should become familiar with these facilities to assist with reducing the amount of bank fees you will be charged on your account. Most students open an account that has access to an ATM via a card. Most supermarkets and shopping places have facilities to purchase goods with your ATM card, known as EFTPOS.

OVERSEAS STUDENT HEALTH COVER

All Student Visa holders are required to have adequate health insurance while they are in Australia. This means that the insurance must commence from the date the student arrives in Australia on their student visa and must be in effect until the student leaves Australia or moves to a non-student visa subclass. If a Student Visa holder is in Australia and does not hold health insurance, they are in breach of visa condition 8501, even if their course has not yet started. NOTE: There are a few nationalities that are exempt from purchasing overseas health insurance. This information can be found on the Department of Home Affairs website.

The Student Visa holder will need to ensure that their card has been activated in accordance with the instructions from your health cover provider.

For those students who are on a visa, the Department of Home Affairs is the Australian government body overseeing the issuing of Student Visas.

To meet the requirements of your Student Visa you must be aware of the conditions attached to visas.

Your responsibilities:

- Abide by the conditions associated with your visa;
- Respect the work limitations;
- Meet course requirements;
- Maintain required health cover;
- Leave by the visa expiry date (not overstaying);
- Apply for a renewal before the expiry of your current visa;
- Notify DOHA of any changes to your course or circumstances;
- Notify DOHA and ICHM of any change of address and telephone number; and
- Notify ICHM of any circumstances that may prevent you from attending classes.

COVID-19

Due to the Covid-19 pandemic ICHM have implemented various changes in accordance with Federal and State guidelines and restrictions. These guidelines and restrictions are continuously subject to change and ICHM are closely monitoring them to ensure we are following the requirements and providing a safe environment for our staff and students.

ICHM asks all students to follow these simple steps to help **Stop the Spread**:

- Practice Social Distancing – Keep 1.5 metres distance from others
- Regular handwashing with soap
- Cough or sneeze into a tissue or your elbow, and dispose of the tissue immediately
- Stay at home if you are unwell

Covid-19 Classroom Etiquette:

- Upon entering the classroom sanitise your hands
- Wipe down your desk and chair when you arrive and when you leave (wipes will be provided in the classroom)
- Practice Social Distancing

For further information and resources on Covid-19 please visit the [South Australian Government Covid-19 website](https://www.southaustralia.gov.au/covid-19). If you have specific questions regarding Covid-19 and your studies please contact Kellie Lumsden, Program Director Academic at klumsden@ichm.edu.au.



PUBLIC TRANSPORT

Adelaide's public transport system provides bus, train and tram services. By showing your Travel Concession Card, full-time students are entitled to concession rates on fares for all public transport.

The Metroguide is a guide to Adelaide's public transport system and is available from the Passenger Transport Information Centre, corner of King William & Currie Street, Adelaide.

For information on the train and tram service visit:

<http://www.adelaidemetro.com.au/>

Signalling Buses

To stop a bus, signal the driver by moving towards the approaching bus, but remain on the kerb, and raise your arm. If the bus approaching is not the one you wish to take, then lower your arm and stand back from the kerb.

First Stop or Express Buses

Buses displaying, "First Stop" or, "First Set Down", means that no passenger is permitted to get off the bus until the indicated stop is reached. "Express" buses have limited pick up and set down stops and usually run between major suburbs and the city during peak traffic hours. If you are not sure you are catching the correct bus, always ask the driver before you board the bus.

Taxis

Taxi services are also available; however they are expensive. All taxis operate on a set rate per kilometre as displayed on a meter with additional charges for luggage and phone bookings if applicable. You can hail any unoccupied taxi from the street or make a booking with any of the taxi companies.

Adelaide Independent Taxi Service
Telephone: 132 211
Internet Booking Service: www.aitaxis.com.au

Suburban Taxi
Telephone: 131 008
Internet Booking Service: https://www.suburbantaxis.com.au/

13cabs
Telephone: 132 227
Internet Booking Service: www.yellowadelaide.com.au

Uber

Uber rideshare services are available. You will need to download the Uber App at www.uber.com. From the app you can submit a trip request that is automatically sent to an Uber driver near you. The accepting Uber driver will then come and pick you up and drive you to your requested destination.

SAFETY & SECURITY

It is wise to be conscious of your own safety and security and that of your belongings.

It is important that you do not carry large amounts of cash with you especially in public places. If you do need to carry large amounts of cash always be careful, make sure that it is secured on your being and do not show it to anyone.

Make sure that you carry identification with you at all times with a contact name, address and phone number for emergencies. This contact should be a responsible adult or family member.

Do not carry your passport with you unless it is required. Always keep it in a safe place. If necessary, carry a copy of your passport for identification purposes.

Whilst on campus do not leave any belongings unattended. In the event of any loss, contact security staff as soon as possible.

Make sure all equipment and books are clearly marked with your name and contact details. If found, they can then be returned to you. Do not leave articles lying around unattended.

If you have any problems with theft or you are harassed in any way, speak to someone urgently so that you can receive immediate help. The South Australian Police will assist you in any situation and can provide foreign language speakers if necessary.

Whatever you do, if you are unsure of your safety, seek help immediately.

Your safety is important to us. Be aware and respond quickly to any situation that affects it.

Helpful hints:

- Always walk in well-lit populated areas during hours of darkness.
- Let someone know where you are going and the time you will return.
- Carry your bags securely, and never leave them unattended.
- Minimise the amount of cash that you carry.
- Keep travellers' cheques, passport, credit cards and money separately. Do not sign cheques unless you are about to cash them.
- Leave luggage in a safe location and keep it locked.
- Keep local emergency numbers with you and stored in your phone.
- Keep your mobile phone out of sight when not in use and never leave it in a vehicle. Mark it with your passport number.
- Carry identification with you at all times in case of an emergency. It is a good idea to also keep the name of a contact person in your wallet/purse.
- Avoid carrying your passport around unless it is absolutely necessary. A good safety tip is to carry a photocopy with you instead.
- Avoid using ATMs in isolated or dark locations. Be aware of people watching you, and do not count money in view of other people.
- Do not let anyone know or see your personal access number for your bank account (also known as a PIN number).

SEXUAL ASSAULT, HARASSMENT & MENTAL HEALTH SAFETY

Your safety and welfare are very important to us. At ICHM we pride ourselves on having a zero-tolerance policy on sexual assault and harassment towards any student or staff member. In Australia there are serious legal penalties for these actions. ICHM has a number of policies and procedures to protect and support students. There are also a number of staff members who are Mental Health First Responders who can assist you, in the event of an incident. The names for these people are listed at the front of this booklet.

ON-LINE SAFETY

All ICHM students are expected to conduct themselves in an appropriate manner in accordance with the Student Code of Conduct when they access the Internet. Further to this, students should be aware of the following requirements:

- Your logins – Ensure that the password for your ICHM login is strong and cannot be hacked by others. Use symbols such as #&%!, use capitals in order to create alpha numeric passwords;
- Think before you share – Do not share files or other sites to others that you do not know. Most importantly, never share your login with any other student or staff member of ICHM;
- Privacy – Ensure that your privacy settings for all accounts you use, both privately and personally, are regularly reviewed and are set to maximum strength;
- Scams, hoaxes and viruses – Do not click on any links or share information from an email address you do not recognise. If you have any suspicion about an email – DO NOT OPEN IT. Please forward it to helpdesk@ichm.edu.au for advice;
- Difficult online friends or bullying – It is a breach of ICHM policy for any form of bullying or harassment to occur online (Including via mobile phone). If this is occurring, save the messages and provide these to the Program Director Academic.
- Remember your digital footprint – Whatever you do on the internet, it will remain there forever. Think about what you are going to say or do before you leave a trail that might catch up with you later in your career;
- Know your rights and obligations – Always read the privacy policies and collection notices of all software you use to understand how your private information may be used and shared by other companies.

ON-LINE NETIQUETTE

The word Netiquette is a combination of 'net' (from internet) and 'etiquette'. It means respecting other users and displaying courtesy when working online.

The following are some tips for showing Netiquette online:

1. Be polite
2. Do not use bad language
3. Be aware of cultural differences
4. Extend your good nature online
5. Promote healthy discussions
6. Respect others' points of view
7. Be careful with humour and sarcasm
8. Check your spelling
9. Only use capitals for specific purposes, otherwise it can seem like you are shouting
10. You're here to learn, not dictate
11. Pause and re-read before you post
12. Make your point in a nice way
13. Write like you would speak
14. Clarity is essential
15. Participation is key!

BEACH SAFETY

Going to the beach is an iconic Australian pastime, but it's also a dangerous place. Rips, currents, waves, drop offs, sand bars, marine stingers, submerged objects, other people and surf craft all pose significant drowning risk.

It's important to familiarise yourself with any safety signs and always swim between the red and yellow flags. Never swim at unpatrolled beaches and never swim alone. Be aware of your limitations and evaluate your skills to make sure you're physically capable of swimming in the surf. Refrain from drinking alcohol before swimming and never swim at night.

For multicultural information and expert advice visit:

<http://www.surflifesavingsa.com.au/multi-lingual>

Beachsafe app

Access the latest information from nearest beaches, patrol status, facilities and hazards to weather, swell and tide. Available for iOS and Android.

<https://beachsafe.org.au/apps>

DRIVING A CAR AND ROAD SAFETY TIPS

There are many things to consider before you think about driving a car in Australia.

You may only use an international drivers licence for up to three months if you hold a current International Driving Permit, your foreign licence is written in English or is accompanied by an English translation of the details on the foreign licence. You are required to carry your licence with you at all times while driving, and you must produce this to police upon request. For more information, you can contact Transport SA by phone on 131 084 or visit the website: <https://www.sa.gov.au/topics/transport-travel-and-motoring>.

Obtaining a Driver's Licence in South Australia

If you are over 19, have a valid overseas driving licence, **and** come from a country which has road rules and licensing similar to those in Australia (follow the links on the Transport SA website to "Licences and Certification/Drivers and Licences/Interstate and International Motorists" for a complete list), you may be eligible for the equivalent class drivers licence.

If you are over 19 and have a valid overseas licence from any other country, you may be eligible for a temporary permit if you pass a written test about the Australian Road Rules. You will then have 30 days to pass a practical driving test.

If you are under 19 and have an overseas driver's licence, you may be eligible for a provisional licence after passing the necessary testing. You must comply with all conditions of the licence or permit, and the requirements of the graduated licensing scheme.

Please refer to the Transport SA website for current information. You may also download a copy of the "Driver's Handbook".

Road Safety Tips

There are many road safety and driving laws. Students should ensure that they are familiar with the Australian Road Rules before they drive a vehicle.

General Tips

- Australians drive on the left hand side of the road. When crossing a road, look to the right before stepping off the curb.

- It is compulsory to wear your seatbelt at all times and keep to the speed limits as indicated by the signs.
- In Australia, there are harsh penalties for driving under the influence of alcohol or a drug. Random Breath Testing and speed cameras are used in South Australia.
- It is illegal for the driver of a car to be talking on a handheld mobile phone while driving.
- It is compulsory to wear a helmet when riding a motorbike or pushbike.

Outback/Country Driving

- Inform family or friends of your travel plans and intended route.
- Take care when driving vehicles on unsealed roads and reduce your speed.
- Take frequent rest breaks and get out of the car and take a short walk or stop for refreshments.
- Change drivers regularly.
- Make sure you have plenty of sleep before a long drive.
- Carry extra supplies of water and food.
- In an emergency, stay with your vehicle.
- It is advisable not to drive long distances on outback or country routes if you are an inexperienced driver.

Road Safety

Statistics show that motor vehicle, pedestrian and cycling accidents are the leading cause of death in Australia for international visitors. Please read these safety tips:

Walking

- Stop, look, listen.
- Look towards oncoming traffic before and as you cross the road.
- Never assume a driver has seen you or will stop.
- Use the footpath. If you have to walk on the road, always walk facing traffic so you can see any car that you need to avoid.
- Look for turning vehicles.
- Avoid crossing between parked cars.
- Walk across the road, don't run.
- Never walk in front of a bus to cross the road. Always walk to the rear of the bus and check for oncoming traffic before crossing or wait for the bus to drive away.
- Use pedestrian crossings and other road safety facilities such as refuges, traffic calming humps and walk throughs.
- Take extra care if you have to cross the road on or near a hill or curve.
- Wait for a suitable gap in traffic before crossing.
- Wear light coloured clothes, especially at night. If you often walk at night, buy removable reflective strips (available from bike shops) for your clothes.
- Remember, medications, drugs or alcohol may affect your judgement skills.

Cycling

- Always wear a bike helmet with the strap fastened securely. This is the law in Australia.
- Follow the road rules, including stop signs and traffic lights.
- Ride on the left side of the road. Never ride against traffic.
- Ride single file.
- When passing another cyclist or pedestrian, let them know your position by ding the bike bell or shouting "passing".
- Check behind you when changing lanes.
- Use a hand signal before making a left or right turn.
- Don't swerve or make sudden turns.
- Ride at least one metre away from parked cars. Someone could open their door unexpectedly.

- Listen for cars approaching from the side or behind you.
- Don't follow cars too closely as the driver might not see you.
- Keep your hands on or close to the brakes.

PLACES OF WORSHIP

Catholic Church

St Margaret Mary
286 Torrens Road, Croydon Park

Our Lady of the Rosary
14 Barker Road, Prospect

Lutheran Church

St Paul
Stuart Road, Ferryden Park

Islamic Society of SA

Adelaide Mosque
20 Gilbert Street, Adelaide

Korean Presbyterian Church

309 The Parade, Beulah Park

Zhu Lin Buddhist Association

Temple
151-155 May Terrace, Ottoway

Anglican Church

St Barnabas
56 Elizabeth Street, Croydon Park

St Cuthbert
2 Valville Street, Prospect

Uniting Church

Kilkenny Road, Woodville Park

Brougham Place, North Adelaide

Jewish/Hebrew Congregation

Synagogue
13 Flemington Street, Glenside

Korean Uniting Church

187 Unley Road, Unley

Chinese Christian Church of SA

42 Melville Street, Plympton South

COMMUNITY ORGANISATIONS

Study Adelaide

[Student & Community Support](#)

Please visit this website for information on studying in South Australia and student support

Adelaide South West Community Centre

171 Sturt St
Adelaide 5000
Ph: 08 8203 7801
<https://www.cityofadelaide.com.au/community/community-centres/>

North Adelaide Community Centre

176 Tynte Street
North Adelaide
Ph: 08 8203 7811
<https://www.cityofadelaide.com.au/community/community-centres/>

Kilburn Community Centre

59 Gladstone Ave
Kilburn 5084
<https://www.facebook.com/KilburnCommunityCentre/>

19 on Green Community Centre

19 Green Street, Brompton

Ph: 8408 1860

<https://www.charlessturt.sa.gov.au/community/community-spaces/19-on-green>**Parks Library**

46 Trafford St

Angle Park

(08) 8405 6550

<https://www.cityofpae.sa.gov.au/explore/libraries>**Adelaide City Library**

Level 3, Rundle Place

77-91 Rundle Mall

Adelaide

<https://www.cityofadelaide.com.au/community/library-services/library-locations/city-library/>**Adelaide Sporting Clubs**

Government of South Australia, Office for Recreation, Sport and Racing

Visit the website to find an activity

https://www.orsr.sa.gov.au/sport_and_recreation/find_an_activity**USEFUL SERVICES****Hospitals**

Royal Adelaide Hospital Cnr Port Road & North Terrace ADELAIDE SA 5000	Queen Elizabeth Hospital Woodville Road WOODVILLE SA 5012	Lyell McEwin Hospital Haydown Road ELIZABETH VALE SA 5112
Flinders Medical Centre Flinders Drive BEDFORD PARK SA 5042		

Shopping - Major centres

Arndale Shopping Centre Torrens Road, Kilkenny	Tea Tree Plaza Reservoir Road, Modbury	Marion Shopping Centre Diagonal Road, Marion
China Town Gouger Street, Adelaide	Rundle Mall, Adelaide (CBD)	West Lakes Shopping Centre West Lakes Boulevard, West Lakes

Emergencies

Police Emergency - Dial 000 Assistance - 131 444	Fire Emergency - Dial 000	Ambulance Emergency - Dial 000
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Other

Immigration https://www.homeaffairs.gov.au/	Interpreting Tel: 13 14 50 https://www.tisnational.gov.au/	Tenants Advice – RentRight SA Tel: 1800 060 462
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SETTLING IN

It is not unusual for students living away from home to experience some homesickness. To help settle you may like to:

- Talk to someone about how you feel, for example other students, friends, family or our Student Counsellor and Welfare Advisor.
- Decorate your room with pictures and other memories from home.
- Stay in touch with family and friends through email, phone, letters or even a postcard.
- Be realistic and don't expect too much of yourself or Australia as it takes time to adjust to your new surroundings.
- Try not to judge Australia according to your values and customs from home. Try to be open to new experiences and cultures.
- See your time in Adelaide as an opportunity to learn about a new culture and country.

AUSTRALIAN SOCIAL CUSTOMS

Here are some practical aspects of Australian social customs.

Alcohol: It is common for Australians over 18 years of age to enjoy alcoholic drinks in social settings. You might find yourself at a friend's house, a BBQ or a luncheon where people have drinks such as beer, wine or spirits. You should not feel obliged to accept an invitation to have an alcoholic drink. Simply saying "no thanks", or "something non-alcoholic will be fine, thank you", will suffice and people will not take offence.

There are heavy penalties for driving under the influence of alcohol. It can cost you thousands of dollars and you can lose your licence and even go to jail.

Bartering: Generally bartering is not used in Australian shops. The prices marked are the prices at which goods are sold. It is advisable to shop around as prices do vary. Australians usually bargain for items which are expensive (like a car, a sound system and furniture). You can also bargain at "garage sales".

Conversation: Be patient. Australians sometimes need time to adjust to English spoken with an accent. In fact, many often show interest in different accents and admiration for people who speak more than one language.

Equality: In Australia, men and women are considered equal. Wealth and position are not regarded as justification for treating another person as less than equal. A good guideline is to treat other people as you would like to be treated.

Greetings: Australians tend to greet a person they are meeting for the first time with a firm handshake (due to COVID19, social distancing is required, and an elbow touch has replaced the handshake) and/or eye contact. This is their way of showing warmth and respect. It is well meaning but it may contrast with the traditional forms of greeting from your own country, where a display of humility might be used to accord the other person some honour. Remember, both forms of greeting mean well.

Informality: Australians tend to be casual, both in dress and speech. Most Australians greet each other by using first names. With older people, however, use their title and surname (Ms or Mrs Black, Dr Brown, Professor Green) until you are invited to use their first name. You may be surprised to see students being very informal with

lecturers and others in positions of authority. This is usual and acceptable in Australia for people who know each other well.

Invitations: It is considered rude not to keep an appointment once you have accepted an invitation. If you do not wish to accept an invitation, the Australian custom is to say so immediately or let someone know as the date for the activity approaches.

Meals: If someone asks you to go to their house for something to eat, it is normal to ask them whether you can contribute by bringing some food or drink. If they say "no", it may still be advisable to take a bottle of wine or non-alcoholic drink. If someone invites you to "bring a plate", they are asking you to bring some food. Ask what they would prefer you to bring – an entrée, main course or dessert. After a meal, it is polite to ask your hosts if they would like help with the washing up. They may refuse. Ask "Are you sure?" They will probably refuse your invitation to help. After you eat, it is expected you will stay for an hour or two and then return home.

Phone before dropping in: It is polite to phone a friend before dropping in as many people do not like to receive unexpected visitors.

Punctuality: It is considered rude to keep people waiting if you have made an appointment or a time to meet. If you are unable to keep an appointment or are going to be late, let people know.

Racism: You may find some people are not willing to be friendly or to accept you because of racial or cultural differences. Unfortunately, such people exist in every society and should not be regarded as typical Australians. Australians have much to learn from people from other countries and are genuinely inquisitive and may ask some questions. This is an opportunity to share your culture with them, rather than be offended by their questions.

Relationships with older people: In your country, there might be acceptable forms for displaying respect by the younger to the older person. In Australia people of different ages tend to regard one another with a much greater sense of equality. If you are a mature international student, you may be conscious of this. For instance, the son or daughter of an Australian friend or neighbour may call you by your first name. No disrespect is intended.

Servants: It is important to realise that there are no servants in Australia, in fact there are a number of laws to ensure equality. All Australians are taught to be self-reliant, and as such, ICHM students are expected to shop, cook and clean for themselves, especially if they are living in a share-house.

Smoking: Australia has strict laws regulating cigarette, cigar, and pipe smoking. Before smoking, make sure you are in an area where it is allowed. You can be fined for smoking in a non-smoking area. Smoking is forbidden on public transport and in many buildings. If you are at a non-smoker's house, it is not polite to light a cigarette inside. You may ask, however, if you can go outside for a cigarette. Out of politeness they may invite you to smoke inside. It would be best, however, to refuse the offer and go out to the front or back yard to smoke.

Take your turn in a queue: Queuing up is part of the way of life in Australia. You will see people standing in line waiting to be served, seeking cash at an ATM, getting on a bus, in the TAFE cafeteria and at the movies. You simply join at the end of the queue! It is considered very rude to join the queue anywhere else unless you have a very good reason.

Clothing: The way people dress in Australia may seem quite different in comparison to other cultures. For people of all genders the way they dress is a personal choice and may appear more informal than you are used to. For example, it is acceptable in Australia to wear shorts, brief tops and swimsuits in the appropriate context (at the beach or pool) in public. Whilst you may not always agree with how someone dresses or acts that is different in some way to your own culture, in Australia it is expected that you will respect all people.

COURTESY & PUNCTUALITY

Cultures throughout the world consider courtesy a priority. The use of “please” and “thank you” is important, and it is always good to check if people have time to see you when you need assistance.

It is necessary that you arrive on time for classes or appointments. It is very rude and disruptive to others if you are continually late for classes and you will earn yourself a bad reputation if you are continually late. For example, you need to be organised for the day ahead (the subject timetable you will be given will enable you to see in advance where you will be required for class that day) and knowing your bus timetable will always be a great help in getting to your destination on time. It is your responsibility to follow up with your lecturer if you miss classes, assignments and handouts. Refer to ICHM Graduate Quality – *Swissness* for more details.

USEFUL HOSPITALITY SUBSCRIPTIONS AND LINKS

As an aspiring Hotelier, it is essential that you maintain current and updated information on movements within the sector. You are strongly encouraged to subscribe to the below newsletters, which will also help you with your assessments!

eHotelier	https://ehotelier.com/
Hotels Magazine	https://www.hotelsmag.com/
Hotel Interactive	http://www.hotelinteractive.com/
Hotel Online	https://www.hotel-online.com/
Green Hotelier	https://sustainablehospitalityalliance.org/
ILHA Smartbrief	ILHA Smart Brief
Harvard Business Review	https://hbr.org/
Hotel and Lodging Smartbrief	https://www2.smartbrief.com/getLast.action?mode=sample&b=hotel
Australian Hotelier	https://www.theshout.com.au/subscribe-australian-hotelier/
Hotel Management	https://www.hotelmanagement.net/

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“Network, Network, Network”

